

**Washington  
Military  
Department**



**Emergency  
Management  
Division**

**Effective Date: July 1, 2011**

**Page 1 of 3**

## **E911 COUNTY CONTRACT POLICY**

**Cancels all previous E911 Contract Policies**

**See Also:**

WAC 118-66

E911 Advisory Committee Meeting Attendance Policy

E911 Auxiliary Generator Support Policy

E911 Call Detail Recorder or Printer Support Policy

E911 Call Receiver Console Furniture Support Policy

E911 Clock Synchronizer Support Policy

E911 Computer-Aided Dispatch (CAD) Support Policy

E911 Coordinator Forum Attendance Policy

E911 Customer Premise Equipment (CPE) /Telephone  
System Support Policy

E911 Logging Recorder Support Policy

E911 PSAP Mapping Support Policy

E911 Public Education Policy

E911 Salaries and Benefits Policy

E911 Training Policy

E911 Uninterruptible Power Supply (UPS) Support Policy

### **COUNTY CONTRACT POLICY**

This policy applies to counties that have imposed the maximum county enhanced 9-1-1 tax allowed under RCW 82.14B.030 (1) and RCW 82.14B.030 (2) and have entered into a contract with the State E911 Office.

County contracts contain two elements: Statewide Services (E911 Coordinator Professional Development [CPD]), and Operations.

#### **1. Priorities**

- a. Per RCW 38.52.540, the State E911 Coordinator is "authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties..."
- b. Per RCW 38.52.545, State financial assistance for the operation of E911, consistent with fund availability and legislated-expenditure authority, shall be made available for reimbursement of WAC-eligible expenses supporting (in ranked priority):
  1. Statewide Dialing
  2. Basic Service
  3. Capital Equipment
- c. Items listed in the attached reimbursement schedule are in order of priority for funding. Items at the top of the list will be funded first, followed in order by the remainder until all items are funded or the available funding is exhausted.

## **2. Reimbursements for County Contracts**

- a. The State E911 Office reimburses counties for eligible items that have already been paid by the county.
- b. Counties must have a contract with the State E911 Office in order to be reimbursed.
- c. Reimbursement will be made, contingent upon funding availability, only for items identified in RCW 38.52.545, and WAC 118-66.
- d. Items will be funded at 100 percent of requested amount, subject to reimbursement limits set in policy or WAC limitations.
- e. Funding is for the primary PSAP only, unless otherwise specified in the policy.
- f. All line items are common elements and will be split 40 percent wireline and 60 percent wireless, consistent with State E911 revenues received.

## **3. Ineligible Items**

Expenses not directly associated with the operation of the E911 system are not eligible for state financial assistance for E911 operations. These include, but are not necessarily limited to:

- a. Expenses associated with the deconsolidation/de-regionalization of a PSAP and/or public safety dispatch functions
- b. Purchase, maintenance, or replacement of radio systems
- c. Facility remodeling costs
- d. Insurance (except for eligible employee benefits: medical, dental, Labor and Industries insurance premiums)
- e. Supplies or incidentals (e.g., tapes, batteries, etc.)
- f. Building maintenance and utilities
- g. Security system and key costs
- h. Weather station or information costs
- i. Americans with Disabilities Act facility upgrade costs
- j. Administrative phone lines and/or non-emergency lines (10-digit numbers)

## **4. Expenses and Documentation**

- a. Counties must submit documentation of expenditures of eligible items to the State E911 Office. Documentation will include vendor name, warrant number and date, and applicable E911 item categorization in forms supplied by the State E911 Office.
- b. These expense reports and/or requests for reimbursement must be received by the 30<sup>th</sup> day following the month in which the payment was made. For those counties that have an "Action Plan" due to audit findings, additional hard copy documentation must also be received by 30<sup>th</sup> day following the month in which the payment was made.
- c. Expense Reports not received by the due date, including additional hard copy documentation as required by "Action Plan" will not be reimbursed. However, revenues reported in the Expense Reports will be counted as part of the County's local revenue.
- d. Expense Reports will be processed in the order received by the State E911 office.
- e. The State E911 Office may request additional documentation and/or information from counties pertaining to their reimbursement requests. A delay in providing the requested information may result in a delay or a reduced reimbursement.
- f. Training expense must be submitted as a whole after the event with the exception of conference registration fee.
- g. Training expense are exempt from the 30 day submittal requirement, but must be submitted for reimbursement within 60 days after the actual event.

- h. Prior to incurring costs for certain items listed below in the Reimbursement Schedule, counties must submit a written request to the state E911 Office for review and approval. Without prior written approval, the training expenses may not be eligible for reimbursement. Request must be sent to [e911request@emd.wa.gov](mailto:e911request@emd.wa.gov)
- i. All requests for purchasing or leasing equipment and/or software must be reasonable, prudent and applicable to E911.
- j. Emergency repairs will be reviewed for eligibility on a case by case basis.
- k. All E911 equipment must be ordered, installed and accepted no later than the end of the contract performance period of June 30, 2013. Work performed outside the contract performance period will not be eligible for reimbursements.
- l. A moratorium is in place from March 1, 2013 through June 30, 2013. During this moratorium, no equipment requests will be processed.
- m. In the event of an emergency, an exception to the moratorium may be made on a case by case basis.

**5. Statewide Services**

- a. Statewide services benefit all counties and do not require local revenue to be used prior to state reimbursement.
- b. Some statewide services are paid directly by the State E911 Office and some are reimbursed through the county contracts under the Coordinator Professional Development (CPD) section.

**6. Operations Section Eligibility**

- a. Counties may be eligible to receive available funds from the enhanced 9-1-1 state account for eligible enhanced 9-1-1 expenses as described in WAC 118-66 only if the county has imposed the maximum county enhanced 9-1-1 tax allowed under RCW 82.14B.030 (1) and RCW 82.14B.030 (2).
  - 1. The County must estimate the local revenue received from the 70-cent county E911 excise taxes over the contract period.
  - 2. The County must use all local E911 excise tax revenues prior to receiving any state funding.
- b. The county E911 system must be completely enhanced for wireline and wireless E911 services.

Approved by:

 6 May 2011  
Kurt Hardin, Acting State E911 Administrator

Attachment:

Direct Paid Services Schedule  
County Contract Reimbursement Schedule

# **E911 COUNTY CONTRACT POLICY DIRECT PAID SERVICES SCHEDULE**

Effective Date: July 1, 2011

Statewide services benefit all counties and do not require local revenue to be used.

The following are paid directly by the State E911 Office:

1. NG911 Network
2. E911 Network equivalent (B.01/P.01 grade of service level required)
3. Switching office enabling
4. Selective routing
5. Traffic Studies
6. Automatic Location Identification (ALI) Data Management System (Database), not to exceed \$1.2 million per fiscal year per county
7. Alternate routing and/or Night service
8. Frame relay / ALI transport
9. Intertandem transfer trunks
10. Telecommunications Services Priority (TSP)
11. Language interpretive services
12. Telecommunications training contracted with State E911 Office
13. Telecommunications Teletype (TTY) training contracted with State E911 Office
14. Coordination and facility expenses for Coordinator Forums (not to include attendance travel reimbursements)
15. Coordination and facility expenses for Advisory Committee/subcommittee meetings (not to include attendance travel reimbursements)

**COUNTY CONTRACT REIMBURSEMENT SCHEDULE  
COORDINATOR PROFESSIONAL DEVELOPMENT (CPD) SECTION**

Statewide services benefit all counties and do not require local revenue to be used prior to state reimbursement. The following are reimbursed through county contracts:

ELIGIBLE ITEM		STATE REIMBURSEMENT
CPD1	Advisory Committee Meeting Attendance	Advisory Committee (AC) Meetings: Travel reimbursement expense for all AC meetings attended by the E911 Coordinator or designee. The E911 Coordinator must attend at least five AC meetings per fiscal year.
	AC Subcommittee Meetings	AC Subcommittee Meetings: Subcommittee members are authorized travel reimbursement for all meetings they attend.
	Coordinator Forum Attendance	Coordinator Forums: Travel reimbursement expense for a total of two PSAP/E911 Office employees to attend Coordinator Forums. One of the two must be the E911 Coordinator. The E911 Coordinator must attend all Coordinator Forums.
	State E911 supported Training Attendance	State E911 supported Training: Travel reimbursement expenses for the 911 Coordinator to attend State E911 supported training.  <i>See: Advisory Committee Meeting Attendance/Travel Reimbursement Policy, Coordinator Forum Policy, Training Policy</i>
CPD2	National Conferences/Training	The E911 Coordinator is authorized up to <b>\$3,000</b> (per fiscal year) to attend national 911 related conferences/training. A substitute of a primary PSAP/E911 office employee may be pre-approved if requested. <i>See: Training Policy</i>
CPD3	Public Education	Up to <b>\$5,000</b> (per fiscal year) is authorized for expenses directly related to informing the public of the capabilities, limitations, and proper use of E911 which includes training, salaries, travel and materials. Expenses for purchases and training must be pre-approved by State E911 Office. Back-fill is not eligible under this line item. <i>See: Public Education Policy, Training Policy</i>
CPD4	911 Salaries/Benefits and Training	Up to <b>\$13,500</b> (per fiscal year) for salaries/benefits and training expense for the following positions: MSAG Coordinator, Mapping Administrator, and/or Information Technology Coordinator. Backfill is not eligible under this line item. <i>See Training Policy, Salaries and Benefits Policy</i>
CPD5	911 Call Receiver Training	Total training funds are calculated at <b>\$500</b> (per fiscal year) per full time call receiver at the primary PSAP(s) with a cap not to exceed 30 call receivers per county. Expenses may include registration, travel, overtime and backfill while in training status. <i>See: Training Policy</i>
NG911	Equipment	As approved by the State E911 Office, equipment and other purchases required due to County conversion from Legacy to ESINet.



# STATEWIDE DIALING - OPERATIONAL SECTION

ELIGIBLE ITEM		STATE REIMBURSEMENT
S1	Customer Premise Equipment (CPE) /Telephone System	Purchase or lease and installation of the hardware and software components required to support a CPE/ Telephone system including spares kit and is compliant or compatible with future Next Generation Technology requirements. Must be pre-approved by state office. See: <i>CPE Support Policy, PSAP Mapping Support Policy, Call Detail Recorder or Printer Support Policy</i>
S1.1	CPE Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). See: <i>CPE Support Policy, Training Policy, Salaries and Benefits Policy</i>
S1.2	CPE CPUs	Replacement of CPE system Central Processing Units (CPU) at the call receiver work station based on a three-year life cycle and must be pre-approved by state office. See: <i>CPE Support Policy</i>
S1.3	CPE Server	Replacement of CPE system call processing server at the backroom CPE, based on a five-year life cycle and must be pre-approved by state office. See: <i>CPE Support Policy</i>
S2	ANI/ALI Display Equipment	Replacement of ANI/ALI display equipment. Capped at <b>\$500</b> per approved PSAP call receiving position, based on a three-year life cycle and must be pre-approved by state office. See: <i>CPE Support Policy</i>
S3	PSAP Mapping	Hardware and software capable of converting latitude and longitude (and, when available, altitude) to a map display at the 911 call answering positions at the PSAP. Can be part of CPE, CAD or standalone system but only eligible under one category. See: <i>PSAP Mapping Policy, CPE Support Policy, CAD Support Policy</i>
S3.1	PSAP Mapping Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). See: <i>PSAP Mapping Support Policy, Training Policy, CPE Support Policy, CAD Support Policy, and Salaries and Benefits Policy</i>
S3.2	Migration to new mapping platform/software	A one-time purchase of a required migration to new mapping platform or software is capped to <b>\$15,000</b> per PSAP and must be pre-approved by state office. See: <i>PSAP Mapping Support Policy</i>
S4	E911 Coordinator – Salary	Salary and benefits shall not exceed <b>\$63,807</b> (per fiscal year). See: <i>Salaries and Benefits Policy</i>
S5	Master Street Address Guide (MSAG) Coordination E911 Mapping/GIS Coordination	Salary and benefits shall not exceed <b>\$57,090</b> (per fiscal year). MSAG Coordinator and/or Mapping/GIS Coordinator must be someone other than E911 Coordinator. Back fill is not eligible under this line item. See: <i>Salaries and Benefits Policy</i>

S6	E911 Information Technology (IT) - Salary	Salary and benefits shall not exceed <b>\$27,014</b> (per fiscal year), per PSAP, to support and maintain WAC-eligible E911 equipment. IT support must be a person other than the E911 Coordinator. Back fill is not eligible under this line item. <i>See: Salaries and Benefits Policy</i>
S7	E911 Call Receiver Salaries and Benefits	Salary and benefits shall not exceed <b>\$275,000</b> (per fiscal year). Call Receivers are defined as a person(s) whose primary function or at least 50 percent of their time is sitting at a console, hired, trained and prepared to answer 911 calls. <i>See: Salaries and Benefits Policy</i>
S8	E911 Public Education Coordinator – Salary	Salary and benefits shall not exceed <b>\$7,273</b> (per fiscal year) to assist with local public education activities. Public Education Coordinator must be a person other than the E911 Coordinator. Backfill is not eligible under this line item. <i>See: Public Education Policy, Salaries and Benefits Policy</i>
S9	E911 Training Coordinator – Salary	Salary and benefits shall not exceed <b>\$7,273</b> (per fiscal year) to assist PSAP training. Training Coordinator must be a person other than the E911 Coordinator. Back fill is not eligible under this line item. <i>See: Salaries and Benefits Policy</i>

BASIC SERVICE – OPERATIONAL SECTION		
ELIGIBLE ITEM		STATE REIMBURSEMENT
B1	Uninterruptible Power Supply (UPS)	Purchase or lease and installation of the hardware and software components required to support PSAP WAC eligible equipment and should provide a minimum of 30 minutes of operations. Must be pre-approved by state office. <i>See: UPS Support Policy</i>
B1.1	UPS Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). <i>See: UPS Support Policy, Training Policy, Salaries and Benefits Policy</i>
B1.2	UPS Battery Replacement	Replacement of batteries to include an entire battery bank must by pre-approval by state office. <i>See: UPS Support Policy</i>
B2	Route Diversity between Serving End Office and PSAP	A method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network. Tariffed charges for non-recurring and recurring charges for primary PSAP only.
B3	E911 Coordinator – Training	Training shall not exceed <b>\$3,000</b> (per fiscal year). <i>See: Training Policy</i>
B4	MSAG/Mapping/GIS Training	Training shall not exceed <b>\$5,000</b> (per fiscal year). <i>See: Training Policy</i>
B5	E911 IT - Training	Training shall not exceed <b>\$10,000</b> (per fiscal year) to support WAC-eligible E911 equipment and <b>must be pre-approved by state E911 office</b> . <i>See: Training Policy</i>
B6	Call Receiver Training	Total training funds are calculated at <b>\$1,500</b> (per fiscal year) per year for each full time Call Receiver at the primary PSAP. May also be used for salary of new call receiver hire while enrolled in new hire internal/external training. Limited to <b>\$1,500</b> for each new hire salary. <i>See: Training Policy, Salaries and Benefits Policy</i>
B7	E911 Mapping Administration	Hardware and software for the E911 Mapping/GIS Coordinator to manage the mapping data. Capped at <b>\$7,000</b> (per fiscal year). Purchases must be pre-approved by state office. <i>See: PSAP Mapping Support Policy, Salaries and Benefits Policy and Training Policy</i>
B8	Instant Call Check	Equipment which records E911 call conversation for immediate playback on demand. One per approved PSAP call receiving position, telephone only (i.e. no radio) may be part of CPE system. Must be pre-approved by state office. <i>See: CPE Support Policy</i>
B8.1	Instant Call Check Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). <i>See: CPE Support Policy, Training Policy, Salaries and Benefits Policy</i>



B9	Mapping Display Equipment	Equipment capable of displaying E911 call locations on a map. Capped at <b>\$500</b> per approved PSAP call receiving position, based on three-year life cycle and must be pre-approved by state office. <i>See: PSAP Mapping Support Policy</i>
B10	E911 Management Information Systems (MIS)	Equipment that collects, stores, and collates E911 call data into reports and statistics. Must be pre-approved by state office. <i>See: CPE Support Policy</i>
B10.1	E911 MIS Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of approved purchase price (per fiscal year). <i>See: CPE Support Policy, Training Policy, Salaries and Benefits Policy</i>
B11	Call Detail Recorder or Printer	Purchase or lease and installation of the hardware and software components required to support the call detail recorder or printer. Must be pre-approved by state office. <i>See: Call Detail Recorder/Printer Policy</i>
B11.1	Call Detail Recorder or Printer Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). <i>See: Call Detail Recorder/Printer Policy, Training Policy, Salaries and Benefits Policy</i>
B12	Headsets for E911 Call Receivers	Limited to one headset per call receiver, per fiscal year; maintenance to include accessories and replacement parts. Headsets do not need prior state approval.
B13	Destruction of E911 Records	Shall not exceed <b>\$500</b> per fiscal year.
B14	E911 Coordinator Electronic Mail	Shall not exceed <b>\$500</b> per fiscal year for electronic mail service. May be used for device to access E911 email (except computer/laptop purchase).

CAPITAL ITEMS – OPERATIONAL SECTION		
ELIGIBLE ITEM		STATE REIMBURSEMENT
C1	Logging Recorder for E911 Calls	Purchase or lease and installation of the hardware and software components required for basic logging/voice recorder as defined in NENA recommended standards. Must be pre-approved by state office. See: <i>Logging /Voice Recorder Support Policy</i>
C1.1	Logging Recorder Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). See: <i>Logging /Voice Recorder Policy, Training Policy, Salaries and Benefits Policy</i>
C2	Computer-Aided Dispatch (CAD) System Hardware and Software	Purchase or lease and installation of the hardware and software basic components. At a minimum shall consist of hardware, call entry module, Teletype interface and ANI/ALI controllers. CAD could also include PSAP Mapping. Must be pre-approved by state office See: <i>CAD Support Policy, PSAP Mapping Support Policy</i>
C2.1	CAD System Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). See: <i>CAD Support Policy, Training Policy, Salaries and Benefits Policy</i>
C2.2	CAD Interfaces	Interfaces to police, fire, and emergency medical dispatch call processing modules are eligible and limited to a total of <b>\$30,000</b> . Must be pre-approved by state office. See: <i>CAD Support Policy</i>
C2.3	CAD CPUs	Replacement of CAD CPU at the PSAP call receiver work station based on a three-year life cycle and must be pre-approved by state office. See: <i>CAD Support Policy</i>
C2.4	CAD Server	Replace of CAD call processing server, based on a five-year life cycle and must be pre-approved by state office. See: <i>CAD Support Policy</i>
C2.5	CAD Display Equipment	Replacement of display equipment is capped at <b>\$1,000</b> per approved PSAP call receiving position, based on a three-year life cycle and must be pre-approved by state office. See: <i>CAD Support Policy</i>
C3	Auxiliary Generator	Purchase or lease and installation of an auxiliary generator to support E911 telephone services for backup purposes. Shall not exceed <b>\$40,000</b> and must be pro-rated if used for other than PSAP organizations. Must be pre-approved by state office. See: <i>Auxiliary Generator Support Policy</i>
C3.1	Auxiliary Generator Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price or \$4,000, whichever is less (per fiscal year). See: <i>Auxiliary Generator Support Policy, Training Policy, Salaries and Benefits Policy</i>

C4	Clock Synchronizer	Purchase or lease and installation of the hardware and software components required for a basic clock synchronizer as recommended by NENA requirements to include the necessary modules purchased at the same time to integrate the master clock signaling to the PSAP's electronic system. Must be pre-approved by state office. <i>See: Clock Synchronizer Support Policy</i>
C4.1	Clock Synchronizer Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). <i>See: Clock Synchronizer Support Policy, Training Policy, Salaries and Benefits Policy</i>
C5	Console Furniture	Purchase of console furniture for 911 call receiving equipment is capped at <b>\$10,000</b> per approved call receiving position with a ten-year life cycle and must be pre-approved by state office.
C5.1	Console Furniture Maintenance	Routine repairs and preventative maintenance shall not exceed 3% of the approved purchase price or \$300 per approved call receiving position whichever is less (per fiscal year). <i>See: Console Furniture Support Policy, Salaries and Benefits Policy</i>